

POPULATION PROBE

Incla De eper **[]** ng of Your r er **Nembers** 1 In-Home Suppo

People need people in order to experience whole health. Through trusted relationships built over time, Papa Pals gain invaluable insights about their members' unmet needs. Very few people get to know our members the way their Papa Pals do—not even their own families or doctors.

About the Data

We interviewed 16 highly-engaged Papa Pals about their impact on the members they regularly see. We asked semi-structured questions and analyzed themes across the Papa Pals' responses.

This group features Papa Pals who conducted at least 10 visits with the same member between January 2022–March 2023, and includes one Pal who has completed more than 1,000 visits and others who have seen the same member more than 50 and 100 times.



Doctors don't necessarily know the struggles the members are going through. The members will tell them everything is okay—but it's not really. My members tell me, 'If the doctor doesn't ask me, I'm not going to tell them.' -Papa Pal



Papa Pals reported things they may know about their members that doctors likely don't



- Eating habits/poor nutrition
- **Poor living conditions**
- **Medication challenges**
- Home safety and accessibility
- Physical health conditions and related functional limitations
- **Relationship issues**
- Mental health concerns

Being a Papa Pal is sort of like working in a beauty salon-members will tell you things they won't tell the professionals in their life. They will tell you everything. One has even told me: 'I won't say this to anyone else.' They express themselves and won't be judged. That's needed for healing. You've gotta be honest with someone.

-Papa Pal



of Papa Pals said they "sometimes" to "always" see unmet emotional support needs among the members they meet with most.



Papa Pals said they "often" or "always" notice a risk to the health, safety, or well-being of their members while in the home.



of Papa Pals went so far to say their members trust them "completely."

These highly-engaged Papa Pals reported observing the following barriers to their

members' whole health:





McNamara KC, Lang S, Meadows J, Hackel E, Rudy ET. People Need People: A Mixed Methods Study of Companion Caregivers. Presented at: Gerontological Society of America Annual Scientific Meeting; November 10, 2023; Tampa, FL.